

Texas Funeral Services Commission
Emergency Job Posting
July 18, 2023

Title:	Program Supervisor (Licensing Supervisor)	Closing Date:	July 21, 2023
Salary:	\$60,000.00 to \$72,000.00	Job Posting Number:	FY2023-09
Location:	Austin	Travel:	None
Division:	Licensing	Reports To:	Executive Director

Job Summary

Performs highly complex administrative and supervisory program work within the Licensing Division of the Texas Funeral Service Commission. Work involves establishing program goals and objectives; developing program guidelines, procedures, and policies; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; and coordinating program activities. Supervises the work of others. Works under the supervision of the Executive Director.

Essential Functions

1. Supervises, assigns and evaluates the work of the Licensing Division staff and provides training and technical assistance.
2. Prepares Licensing Division routine and special reports.
3. Monitors and evaluates the Licensing program and makes recommendations for changes as needed.
4. Periodically reviews applications for licenses and ensures compliance with administrative codes, state statutes, and agency policies and procedures
5. Provides guidance to employees in handling difficult or complex problems within Licensing.
6. Establishes Licensing goals and objectives; develops and approves schedules, priorities, and standards for achieving goals.
7. Develops and implements Licensing guidelines, procedures, and policies; and monitors compliance with policies and procedures.
8. May attend meetings or conferences to provide information regarding the licensing process and procedures.
9. May perform other duties as assigned by the Executive Director.

Knowledge Skills and Abilities

1. Knowledge of local, state, and federal laws related to Licensing.
2. Skill in identifying measures or indicators of program and staff performance and the use of computer and applicable software.
3. Ability to establish goals and objectives; to devise solutions to administrative problems; to develop, evaluate, and interpret administrative policies and procedures; and to supervise the work of others.
4. Ability to communicate effectively and clearly verbally and in writing.
5. Ability to deal with professionals in adversarial conditions.
6. Ability to set department priorities; organize and multi-task and meet deadlines.
7. Ability to work under pressure.

Minimum Qualifications

High School Graduation or equivalent.

Graduation from a two year college or university or equivalent is preferred.

Five (5) years full-time wage earning experience in a customer service, licensing, administrative, or technical support position.

Preferred

Experience in a Texas State regulatory agency.

Previous supervisory experience.

Knowledge of Centralized Accounting and Personnel Payroll System (CAPPS)

HOW TO APPLY

Applicants must submit a completed State of Texas Application with all requested information. Incomplete applications will not be considered. A resume may be submitted to supplement the State of Texas Application. **A resume submitted in lieu of the application will be rejected. Additionally, an application with "see resume" within the summary of experience is considered incomplete and will be rejected.**

The Texas Funeral Service Commission accepts the State of Texas applications only for posted vacancies. Applications must be received by 5:00 p.m. CST on the closing date.

Applications may submitted thru WORKINTEXAS or by mail to:

Texas Funeral Service Commission
ATTN: Human Resources
1801 Congress, Ste. 11-800
Austin, Texas, 78701

Only applicants selected for an interview will receive notice of selection results.

OTHER INFORMATION

A criminal background check is required for applicants who are selected for a position.

The State of Texas requires all males who are 18 through 25 to register with the Selective Service to present either proof of registration or exemption from registration upon hire.

TFSC is an employment at-will organization and there is no implied contract of employment. The agency's hiring process, policies, procedures, and employee handbook do not constitute terms of an express or implied employment agreement.

Federal law requires new employees to present proof of identity and eligibility to work in the United States.

Veterans' and former foster youth employment preferences are granted as required by law.

Applicants requiring special accommodations should contact Human Resources at 512.936-2474.

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